

# Corporate Performance & Resources Scrutiny Committee

People Management: Sickness Absence Monitoring Report – End of Year 2022/23 & Half year 2023/24

12<sup>th</sup> December 2023



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## People Management

### Sickness Absence Performance Monitoring Report End of Year 2022/23 and Half Year 2023/24

#### Introduction

The Authority's Performance Indicator (PI) for sickness absence measures the number of working days lost due to sickness absence per full time equivalent (FTE) headcount per annum. The target set by Corporate Management Team for improvement for 2022/23 is 9.63 FTE. At the date of writing this report we are pending a decision by CMT on an adjusted target for 2023/24 based on previous year's performance.

Both the corporate and departmental targets are monitored half yearly via Corporate Management Team (CMT) and quarterly via Departmental Management Teams (DMT). The targets were calculated by reference to the average Full Time Equivalent (FTE) headcount figure and End of Year (EOY) results over the preceding 3 years less 5%.

#### Performance EOY 2022/23 and Q2 2023/24

**Table 1:** Departmental performance ranking Q4 2022/23

Performance indicates that no department met their 2022/23 Q4 target.

Department	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount	Ranking	2022-23 Performance		22-23 Target.	
									Target	On Target?
Chief Executives	432.4	1340.6	1931.5	3272.1	7.6	1	6.8	0.7	6.9	No
Corporate Services	197.5	835.9	944.9	1780.8	9.0	2	4.2	4.8	6.3	No
Education & Children	3324.1	16806.0	18637.4	35443.4	10.7	3	11.0	-0.4	9.0	No
Place & Infrastructure	850.0	3736.7	7076.0	10812.7	12.7	4	12.2	0.5	11.2	No
Communities	1559.5	8773.8	13437.5	22211.3	14.2	5	14.0	0.2	11.6	No
<b>Authority Total</b>	<b>6363.5</b>	<b>31493.0</b>	<b>42027.3</b>	<b>73520.3</b>	<b>11.55</b>		<b>11.41</b>	<b>0.1</b>	<b>9.63</b>	<b>No</b>

Q4 2021/22	<b>6210.2</b>	<b>32426.8</b>	<b>38411.3</b>	<b>70838.1</b>	<b>11.41</b>
Difference		<b>-933.8</b>	<b>3616.0</b>	<b>2682.2</b>	<b>0.1</b>
		<b>-2.9%</b>	<b>9.4%</b>	<b>3.8%</b>	
Coronavirus absences - Sickness	6,363.5	5,204.9	836.1	6,041.0	<b>0.95</b>
Sickness excluding Coronavirus Sickness	6,363.5	26,288.1	41,191.2	67,479.3	<b>10.60</b>

PI excluding Coronavirus Sickness

The Q4 2022/23 figure for the whole Authority of 1.92 FTE above the target of 9.63 FTE days lost by average employee FTE headcount and above the 2021/22 Q4 result of 11.41 FTE an increase of 0.14 FTE. Covid sickness absence accounts for 0.95 FTE days lost.

**Table 2:** Departmental Performance Q2 2023/24

Department	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount	Ranking	2022-23 Q2 Performance		22-23 Target. Targets remain unchanged from 2017-18. (Q2 =whole year target /4 & seasonally adjusted)		
									Target	Q2 Target	On Target?
Chief Executives	436.3	512.8	870.5	1383.3	3.2	1	3.0	0.1	6.9	2.8	No
Corporate Services	200.0	351.9	448.4	800.3	4.0	2	3.9	0.1	6.3	2.9	No
Education & Children	3388.9	5348.1	10534.5	15882.6	4.7	3	4.4	0.3	9.0	3.7	No
Place & Infrastructure	887.9	1493.2	3828.9	5322.1	6.0	4	6.2	-0.2	11.2	4.6	No
Communities	1607.9	3199.8	6573.0	9772.8	6.1	5	6.6	-0.5	11.6	4.8	No
<b>Authority Total</b>	<b>6521.0</b>	<b>10905.8</b>	<b>22255.3</b>	<b>33161.1</b>	<b>5.09</b>		<b>5.07</b>	<b>0.01</b>	<b>9.63</b>	<b>4.0</b>	<b>No</b>

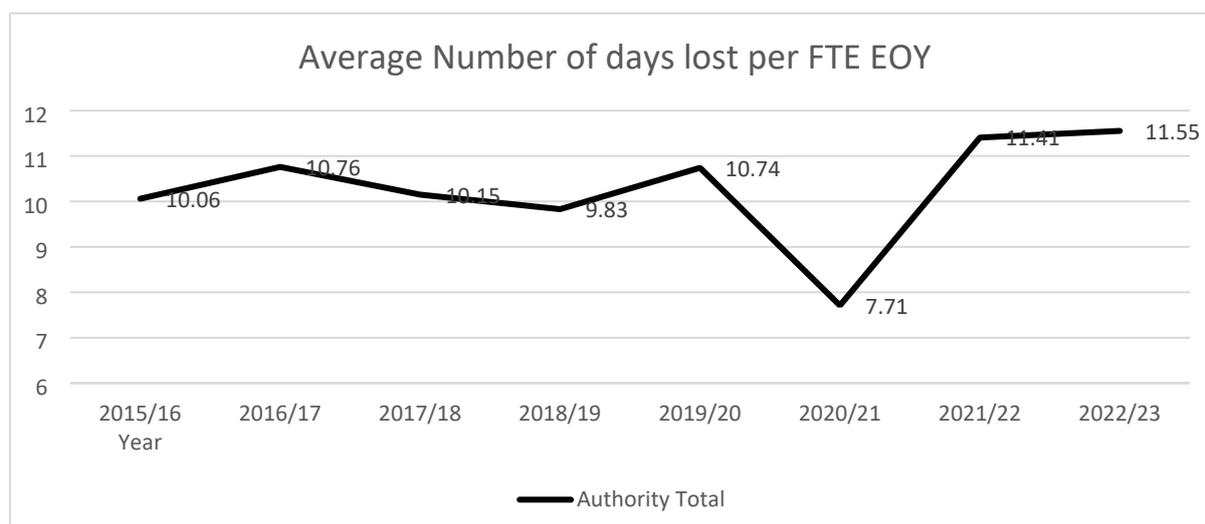
Q2 2022/23	<b>6277.1</b>	<b>13318.4</b>	<b>18530.6</b>	<b>31849.0</b>	<b>5.07</b>
Difference		<b>-2412.6</b>	<b>3724.7</b>	<b>1312.1</b>	<b>0.01</b>
		<b>-18.1%</b>	<b>20.1%</b>	<b>4.1%</b>	
Coronavirus absences - Sickness	6,521.0	562.7	151.6	714.3	<b>0.11</b>
Sickness excluding Coronavirus Sickness	6,521.0	10,343.1	22,103.7	32,446.8	<b>4.98</b>

The Q2 2023/24 figure for the whole Authority of 5.09 FTE is above the target of 4 FTE days lost by average employee FTE headcount and above the 2022/23 Q2 result of 5.07 FTE an increase of 0.02 FTE. Covid sickness absence accounts for 0.11 FTE days lost.

**Table 3:** Average number of days lost per FTE – whole Authority EOY 2022/23

Following the launch of the Sickness Absence policy in 2015 and targeted interventions there was a marked reduction in 2014/15. Since then, the trend line indicates an annual increase in 2015/16 and 2016/17 but a slight decrease in 2017/18. The 2018/19 was the best level achieved since 2014/15. However, the

2019/20 result indicated an upward trend compared to the last 3 reporting years. In stark contrast 2020/21 showed a significant decrease in absence levels. The cause of this may be attributed to the impact of the Coronavirus pandemic. The cessation of the covid shielding measures will have impacted on this figure. The 2022/23 figures show a continuing upward trend in line with trends nationally. The Absence Team continues to be proactive in supporting managers and teams with absence recording, and absence management.



The trend line for Q2 2023/24 follows the same pattern as for EOY 2022/23 illustrated above.

**Table 4:** Impact of targeted interventions to support schools in managing sickness absence EOY 2022/23.

Division	2021-22 Q4 FTE days lost by avg FTE	2022/23 Q4					Difference (YR ON YR 21/22 TO 22/23)
		Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days lost by Employee FTE	
Secondary Schools	10.5	1079.10	5895.8	5461.6	11357.4	10.5	0.0
Primary Schools	10.2	1293.05	6122.5	5457.8	11580.3	9.0	-1.3
Special Schools	17.4	57.99	553.2	491.7	1044.9	18.0	0.6

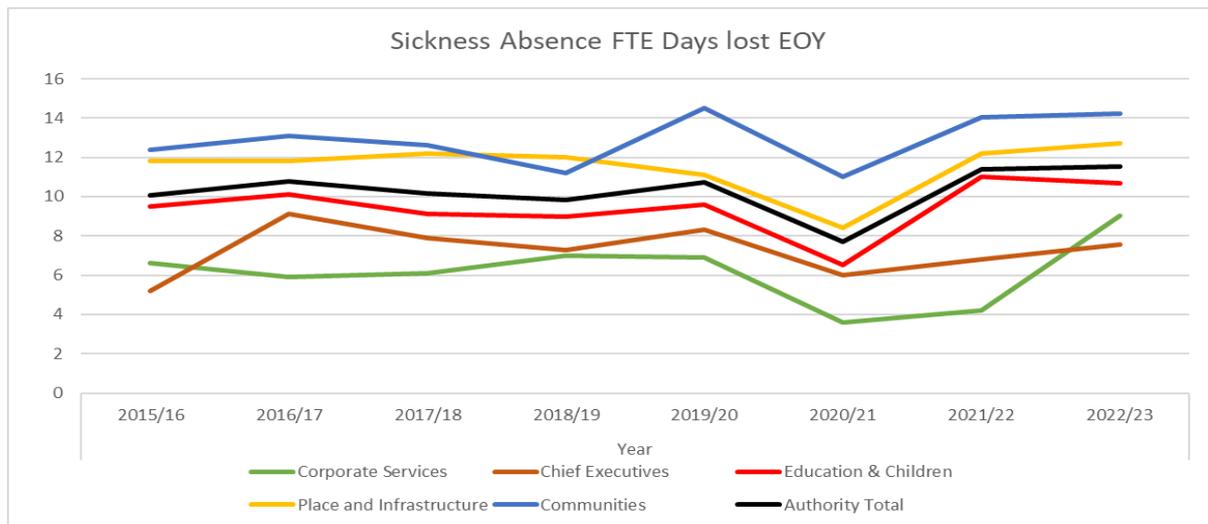
**Table 5:** Impact of targeted interventions to support schools in managing sickness absence Q2 2023/24.

The table below compares the performance of CCCs primary, secondary, and special schools between Q2 2022/23 and 2023/24.

Division	2022-23 Q2 FTE days lost by avg FTE	2023/24 Q2					Difference (YR ON YR 22/23 TO 23/24)
		Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days lost by Employee FTE	
Secondary Schools	4.1	1103.5	1688.4	2436.6	4125.0	3.7	-0.4
Primary Schools	3.7	1304.3	1798.0	2813.9	4611.9	3.5	-0.2
Special Schools	9.5	58.4	118.4	90.5	208.9	3.6	-5.9

**Table 6:** Departmental Analysis EOY 2022/23

Quarter 4	Year							
Department	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Corporate Services	6.6	5.9	6.1	7	6.9	3.6	4.2	9.0
Chief Executives	5.2	9.1	7.9	7.3	8.3	6	6.8	7.6
Education & Children	9.5	10.1	9.1	9	9.6	6.5	11.0	10.7
Place & Infrastructure	11.8	11.8	12.2	12	11.1	8.4	12.2	12.7
Communities	12.4	13.1	12.6	11.2	14.5	11	14.0	14.2
<b>Authority Total</b>	10.06	10.76	10.15	9.83	10.74	7.71	11.41	11.55

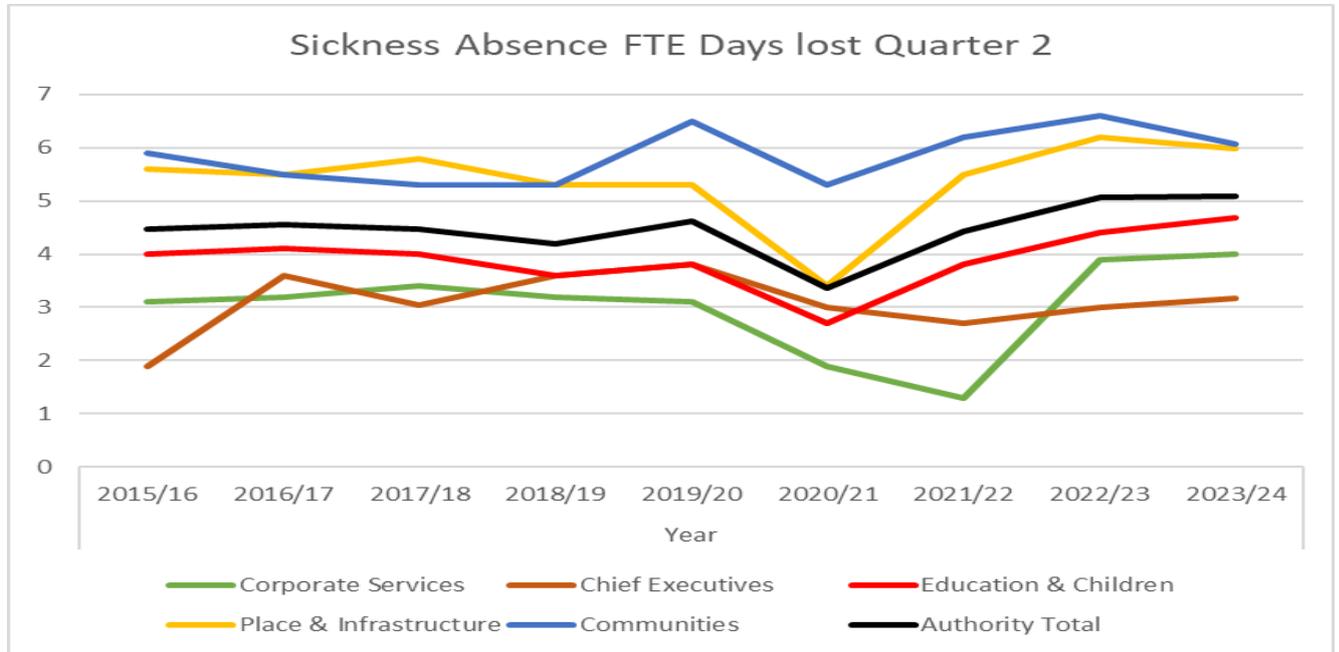


**Table 7:** Departmental Analysis Q2 2023/24

When departmental performance is compared to that of the previous year (Table 1) the level of sickness absence has increased in all Departments

Quarter 2	Year							
Department	2016/1	2017/1	2018/1	2019/2	2020/2	2021/2	2022/2	2023/2
Corporate Services	3.2	3.4	3.2	3.1	1.9	1.3	3.9	4.0
Chief Executives	3.6	3.1	3.6	3.8	3.0	2.7	3.0	3.2

Education & Children	4.1	4.0	3.6	3.8	2.7	3.8	4.4	4.7
Place & Infrastructure	5.5	5.8	5.3	5.3	3.4	5.5	6.2	6.0
Communities	5.5	5.3	5.3	6.5	5.3	6.2	6.6	6.1
<b>Authority Total</b>	<b>4.55</b>	<b>4.47</b>	<b>4.2</b>	<b>4.62</b>	<b>3.37</b>	<b>4.43</b>	<b>5.07</b>	<b>5.09</b>



**Table 8:** Service performance above Authority average at EOY 2022/23

The service areas with the higher rates of absence compared to the Authority average are as follows:

Division	Section	Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	2022-23 FTE days lost by avg FTE	2021-22 FTE days lost by avg FTE	Yr:Yr Diff
Authority		6363.47	31493	42027.3	73520.3	11.55	11.4	0.1
Children Services	Safeguarding West & Adoption	68.71	299.77	529.00	828.77	12.1	11.3	0.8
Children Services	Quality Assurance & Review	84.36	337.96	689.00	1,026.96	12.2	8.7	3.5
Leisure	Sport & Leisure	113.48	437.20	1006.54	1443.75	12.7	5.5	7.2
Waste & Infrastructure	Highway Services	142.42	689.10	1,178.00	1,867.10	13.1	9.3	3.8
Children Services	Prevention & Resources	100.74	597.23	843.11	1,440.34	14.3	14.0	0.3
Housing Property & Strategic Projects	Responsive Works	75.47	682.15	644.99	1,327.14	17.6	22.4	-4.8
Housing & Public Protection	Care & Support	218.68	1,243.37	2,695.57	3,938.94	18.0	12.9	5.1

Waste & Infrastructure	Environmental Services	258.36	1,426.28	3,462.00	4,888.28	18.9	21.6	-2.7
Business Support & Performance	Cleaning	92.59	484.17	1,346.94	1,831.12	19.8	14.9	4.8
Adult Social Care	Home Care	246.08	2,177.50	3,171.09	5,348.59	21.7	24.3	-2.6
Access to Education	Catering	183.24	1,253.02	2,774.36	4,027.38	22.0	22.0	0.0
Adult Social Care	Community Inclusion	114.84	1,078.72	1,688.75	2,767.47	24.1	23.5	0.6

\* Service areas listed above are those with over 50 FTE

**Table 9:** Service performance above Authority average at Q2 2023/24

The service areas with higher rates of absence compared to the Authority average are as follows:

Division	Section	Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	2023-24 Q2 FTE days lost by avg FTE	2022-23 Q2 FTE days lost by avg FTE	Yr:Yr Diff
<b>Authority</b>		<b>6520.99</b>	<b>10906</b>	<b>22255.3</b>	<b>33161.1</b>	<b>5.09</b>	5.07	<b>0.02</b>
Children Services	Early Years and Prevention	100.22	191.08	350.98	542.06	5.4	5.2	0.2
Curriculum & Wellbeing	Youth Support Services	61.34	173.85	164.00	337.85	5.5	3.0	2.5
Leisure	Sport & Leisure	109.68	222.52	408.19	630.71	5.8	6.0	-0.3
Revenues & Financial Compliance	Revenues	69.86	171.76	244.60	416.36	6.0	3.7	2.2
Leisure	Outdoor Recreation	56.95	31.85	311.59	343.44	6.0	2.9	3.1
Children Services	Quality Assurance & Review	85.99	247.80	358.00	605.80	7.0	4.8	2.2
Leisure	Culture	95.65	189.92	501.79	691.71	7.2	5.6	1.6
Children Services	Safeguarding West & Adoption	65.91	106.00	388.50	494.50	7.5	4.2	3.3
Adult Social Care	Community Inclusion	105.58	262.36	615.54	877.90	8.3	10.3	-2.0
Waste and Infrastructure	Transport	80.65	95.97	601.84	697.81	8.7	3.6	5.1
Waste and Infrastructure	Environmental Services	252.36	703.50	1,705.26	2,408.75	9.5	11.4	-1.9
Access to Education	Catering	189.99	362.63	1,456.24	1,818.87	9.6	9.2	0.3
Service Improvement & Transformation	Cleaning	92.94	186.06	732.03	918.09	9.9	9.6	0.2
Housing and Public Protection	Care and Support	221.99	564.25	1,654.43	2,218.68	10.0	7.5	2.5
Adult Social Care	Home Care	234.96	688.41	1,754.86	2,443.27	10.4	10.8	-0.4
Children Services	Corporate Parenting	57.93	119.69	600.32	720.02	12.4	3.2	9.2
Children Services	Prevention & Resources	112.82	285.31	1,284.09	1,569.40	13.9	6.6	7.3

\* Service areas listed above are those with over 50 FTE

**Table 10: Cost of Absence EOY 2022/23**

The table below illustrates the cost of occupational sick pay for Q1 to Q4 cumulatively in each year since 2020/21. This excludes additional costs that may be incurred by divisions in particular those delivering e.g., Overtime costs, agency costs, other replacement costs.

<b>Occupational Sick Payments (OSP)</b>				<b>% Change compared to 2019/20</b>
<b>Quarters 1 to Q4</b>	<b>Year</b>			
<b>Department</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	
Corporate Services	81,372	81,960	165,800	102.29%
Chief Executives	252,748	328,539	386,448	17.63%
Education & Children*	2,279,524	4,430,006	4,141,933	-6.50%
Place & Infrastructure	723,871	934,687	900,515	-3.66%
Communities	1,550,996	2,309,127	2,275,327	-1.46%
<b>Authority Total</b>	<b>4,888,512</b>	<b>8,084,319</b>	<b>7,870,022</b>	<b>-2.65%</b>

\* Including schools

**Table 11: Cost of absence Q2 2023/24**

The table below illustrates the cost of occupational sick pay for Q1 to Q2 cumulatively in each year since 2020/21. This excludes additional costs that may be incurred by divisions in particular those delivering e.g., Overtime costs, agency costs, other replacement costs.

<b>Occupational Sick Payments (OSP)</b>				<b>% Change compared to 2022/23</b>
<b>Quarters 1 and 2</b>	<b>Year</b>			
<b>Department</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	
Corporate Services	23,452	76044	73,439	3.42%
Chief Executives	121,175	171495	189,646	-10.58%
Education & Children*	1,485,127	1759757	1,828,778	-3.92%
Place & Infrastructure	395,998	418644	465,866	-11.28%
Communities	1,052,950	1063949	1,087,787	-2.24%
<b>Authority Total</b>	<b>3,078,703</b>	<b>3489888</b>	<b>3,645,516</b>	<b>-4.46%</b>

\* Includes schools

**Table 12: Occupational Health Appointment Data**

The volume of work received by Occupational Health has continued to grow. This is particularly evident when we compare 20/21 to 22/23. Between this time, we have seen a 31% increase in overall appointments (cancel no charge// Cancel Charge// Did not attends// Attended) at the centre.

This upward trend in demand continues to remain the case, as in the first 2 quarters of this year we have seen a 10.5% increase in overall business in comparison to Q2 20/21.

We have focussed on these dates as since the COVID 19 pandemic the worlds focus has shifted toward health and wellbeing, and has, to a large degree lead to the increases we have seen. Not only that, but due to delays in the NHS which have been compounded by COVID 19 we are now seeing GPs advise employees to access workplace interventions whilst they wait.

As Occupational Health this is an area of concern which we are continually monitoring to forecast and project the impending impact delays in the NHS will continue to have on our service in the future.

It is important to note that the below appointment totals are all dependant on managers referring their staff to Occupational Health.

**Fig.1**

Number of Attended appointments to Occupational health.

The table below shows the breakdown of the total number of Appointments attended at the Occupational Health Centre for Q2 cumulative over the last 4 years. As can be seen the most recent period has seen a 6.5% increase in appointments in contrast to the previous period.

<b>Number of Appointments attended at the Occupational Health Centre</b>				
<b>Department</b>	<b>Number of appointments Attended Q2 Cumulative</b>			
	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Chief Executives	107	109	86	89
Communities	649	705	604	750
Corporate Services	95	23	36	47
Place and Infrastructure	267	458	446	356
Education & Children	848	819	953	875
External	147	273	322	489
<b>Total</b>	<b>2108</b>	<b>2387</b>	<b>2447</b>	<b>2606</b>

(Current headcount within the Authority 8151)

In the first 2 quarters we have supported 14% (1149 employees) of the Authority through either Wellbeing Support Service (mental health), our OH Advisors, Physicians, Nurses and Consultants

Breakdown by appointment type:

*OHA – Occupational health Advisor*

*OHP – Occupational Health Physician*

*WSS – Wellbeing Support Services (mental health)*

*H/S – Health Surveillance (statutory medicals)*

**Fig. 2**

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q2 Cumulative 23/24					
Department	Appointment Reason				
	OHA	OHP	All WSS Appts (469 Individual Employees)	H/S	Totals
Chief Executives	17	17	55	0	89
Communities	147	66	485	52	750
Corporate Services	10	5	32	0	47
Place & Infrastructure	45	27	111	173	356
Education & Children	129	71	673	2	875
External	131	80	274	4	489
<b>Total</b>	<b>479</b>	<b>266</b>	<b>1630</b>	<b>231</b>	<b>2606</b>

When we compare the current period to the previous, we have seen a **50%** increase in individual employees accessing WSS can be seen. During the previous period the average number of sessions required was 4.6 in comparison to this period which is 3.5. Highlighting that employees are needing fewer sessions before discharge.

Below are the totals for Q2 cumulative over the past 3 years which include all attended appointments, charged cancellations, and Did Not Attends (DNAs).

2021/2022 – 2614

2022/2023 – 2743

2023/2024 – 2765

**Fig. 3**

Charged Non-attendances.

The table below shows the breakdown of charged non-attendances per department, and the percentage in relation to the total number of appointments booked (totals above). As can be seen from the below we have seen a **46%** reduction in charged non-attendances, this supports the positive feedback we are receiving in relation to our hybrid clinics. Employees and managers have reported:

- Less down time out of the office to attend appointments.
- Its flexible, as appointments can be taken at home or in work, as long as confidential available space is provided.
- Irradicates issues with traffic/ parking
- Irradicates issues with access for those who have mobility related issues.
- Increases privacy for individuals due to not having physically attend and sit in a waiting room.

Department	2021/2022	2022/2023	2023/2024
Chief Executives	2	6	1
Communities	80	82	50
Corporate Services	2	4	2
Education & Children	57	87	57
Place & Infrastructure	68	77	18
External	18	40	31
<b>Grand Total</b>	<b>227</b> <b>(8.6%)</b>	<b>296</b> <b>(10.8%)</b>	<b>159</b> <b>(5.8%)</b>

## Health and Wellbeing Team

The team continue to be proactive in their corporate approach to support both the physical and mental wellbeing of employees as well as offering focused and practical solutions for managers.

The team continue to raise the profile of wellbeing and the departmental groups, to ensure wellbeing is on the agenda in meetings, in business plans and departments have action plans and initiatives to support the sickness absence reduction across the authority.

The highlights of the support provided by the team for Q2 are:

- Attended 13 seminars, conferences and staff roadshows. To include social work teams, schools, business support, policy, pension employees and Manager briefings in care homes.
- We organised 5 Schools H&W Champions training sessions and 1 corporate H&W Champions session. Recruited 8 new Health and Wellbeing Champions and 27 in schools. This takes the total up to 83 corporate H&W Champions and 34 total Schools H&W Champions.
- Recruited and trained 14 new Mental Health First aiders including specific training for managers. This takes the total up to 112 MHFA within the authority.
- The MHFA pilot in school concluded and will be evaluated.
- Mental Health First Aid peer to peer network was established.
- Developed 24 Health and Wellbeing articles for staff, including topics such as men's health week, self-care, staying connected and mental health awareness, while linking with L&D and HR to ensure continuity.
- 21 employees have attended e-chats on various topics such as Men's Mental Health Awareness.
- The first of the staff wellbeing groups in the authority has been established and 2 meetings concluded, in relation to LGBTQ+.

**Table 13:** Number of employees dismissed on the grounds of capability (health)

Valuing our employees by supporting good health and wellbeing is one of the authority's core values. There is much research to demonstrate that attendance at work contributes to positive health and wellbeing. The authority aims to support its employees by providing a safe and healthy workplace and promoting a culture where regular attendance can be expected of all. Absence from work is unlikely to be a positive experience for the absent employee(s) or their colleagues, so the authority actively manages and supports those employees who experience ill health during their employment in line with its Sickness Absence Management policy.

However, there are occasions where an employee cannot be supported back to work to his/her substantive role or redeployed into suitable alternative employment due to the nature of the illness or condition and in such circumstances an employee will be dismissed on the grounds of capability (health). Table 13 below details the number of employees that have been dismissed on the grounds of capability (health) over the last three years:

	2021/22 EOY	2022/23 EOY	2023/24 Q2
Ill Health Capability	33	29	31
Ill Health Capability – Tier 1	28	33	13
Ill Health Capability – Tier 2	1	1	-
Ill Health Capability – Tier 3	4	3	4
Medical reasons	3	1	1
Resignation - Health Reasons	1	2	3
<b>Total</b>	<b>70</b>	<b>69</b>	<b>57</b>

**Table 14:** Causes of absence – Q4 EOY 2022/23

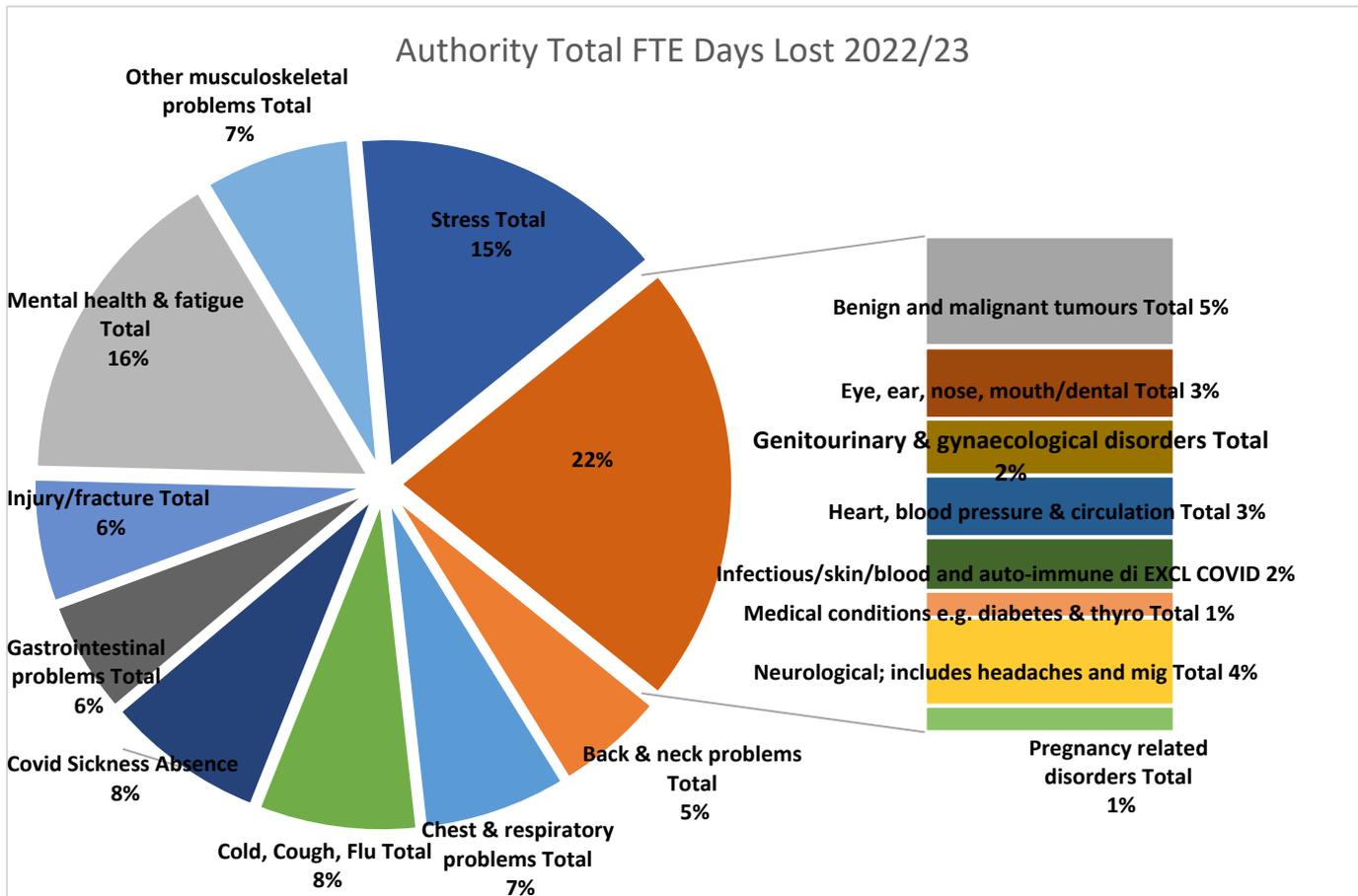
Stress is the most common cause of absence within the authority (16%) followed by mental health and fatigue (16%). Other reasons for absence are as detailed within the pie chart below and will vary from one reporting period due to seasonal variations.

The CIPD Health & Wellbeing at Work report published in September 2023 focusing on the public sector include mental ill health among their top causes of long-term absence, although it tops the list of the most common causes in all sectors. More public sector respondents also report that stress is among their top causes of short- and long-term absence.

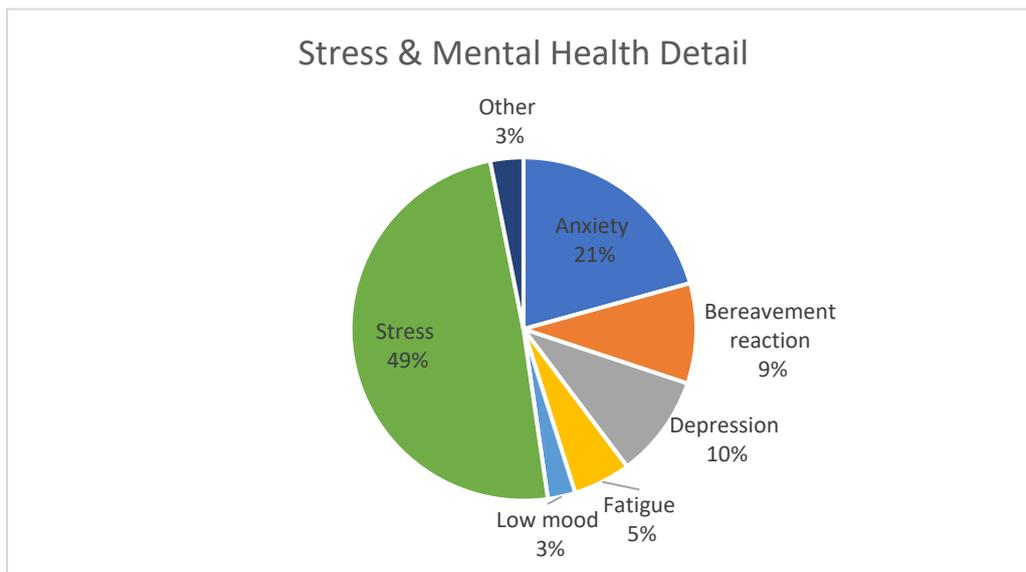
Workloads remain by far the most common cause of stress at work, as in previous years.

Whilst stress and mental health are the main causes of absence within CCC and an area of significant concern, the level of absence for this reason is comparable with other public sector organisations including health, education, and civil service.

The Q2 2023/24 shows a similar absence pattern.



The percentages displayed below relate to the subcategories to the stress and mental health absence codes combined which accounts for 32% of all authority sickness absence.



**Table 15:** Comparative sickness absence performance indicator

The Authority directly employs approximately 8151 (as of 30 Sept 2023) employees in a range of occupations including catering, cleaning, residential / domiciliary care, refuse and leisure services. In many of the local authorities listed below these services are contracted outside of the authority and therefore not included in the respective calculations. It should be noted that, according to benchmarking figures, these occupations generally have higher sickness absence rates either due to the physical nature of the work or being more susceptible to illness due to interaction with service users/customers.

It should also be noted that the actual staffing composition of local government reported sickness figures can also vary considerably i.e. first 3 days removed, long term sickness removed; Carmarthenshire County Council include both.

### Fig. 1

Full details from all Welsh authorities for 2021/22 is provided below:

Local Authority	Number of working days lost to sickness absence per employee					Quartile
	2017-18	2018-19	2019-20	2020-21	2021-22	
Ceredigion	13.6	10.9	11.4	7.9	8.7	1
Isle of Anglesey	10	10.3	8.8	6.8	8.8	
Merthyr Tydfil	7.8	8.7	9.4	9.6	9.2	
Denbighshire	8.4	8.3	8.1	6.5	9.8	
Pembrokeshire	10.2	9.3	8.9	7.1	10	
Newport	10.1	10.1	9.5	7.7	10	
Gwynedd	8.7	9.5	9.8	6.3	10.1	2
Conwy	9.7	10.1	12	8	10.5	
Powys	9.7	9.1	9.3	7.7	11.2	
<b>Carmarthenshire</b>	<b>10.1</b>	<b>9.8</b>	<b>10.7</b>	<b>7.7</b>	<b>11.4</b>	
The Vale of Glamorgan	10.1	9.1	10.5	8.6	11.4	3
<b>Wales</b>	10.4	10.5	11.2	8.4	11.8	
Swansea	10.8	11	13.1	9.3	12	
Bridgend	10.8	11.9	11.9	9.2	12.4	
Torfaen	11.1	11.2	11.5	8.4	12.4	
Cardiff	11.3	11.5	11.8	8.6	12.7	
Monmouthshire	10.9	11.5	12.2	11	13.1	
Neath Port Talbot	9.5	9.8	12.1	8.1	13.3	
Wrexham	10.9	11.5	12.2	8.8	13.6	
Caerphilly	12.3	11.3	12	10	14.1	
Blaenau Gwent	11.2	12.7	13.9	11.7	16.5	4
Flintshire	8.9	10.5	11	-	-	
Rhondda Cynon Taf	-	-	-	-	-	

### Fig. 2

NHS Wales benchmarking data

Below is benchmarking data relating to 11 NHS organisations in Wales shown as a percentage. Data is extracted from the NHS Electronic Staff Record. Sickness absence rates by quarter for the period April 2022 to March 2023 and calculated by dividing the total number of sickness absence days by the total number of available days for each organization.

- 4% is equivalent to 9 FTE days lost.
- 5% is equivalent to 11.25 FTE days lost.

- 6% is equivalent to 13.5 FTE days lost.
- 7% is equivalent to 15.75 days lost.

	2022			2022	2023	
	Apr - Jun 2022	Jul - Sep 2022	Oct - Dec 2022		Jan - Mar 2023 (5)	Apr - Jun 2023 (6)
	%	%	%		%	%
<b>All Wales</b>	6.6	6.6	7.1	6.9	6.3	5.6
Betsi Cadwaladr University LHB	6.3	6.4	6.7	6.6	6.0	5.5
Powys Teaching LHB	5.9	5.9	6.2	6.1	5.2	5.3
Hywel Dda University LHB	6.4	6.4	7.1	6.6	6.2	5.6
Swansea Bay University LHB (1)	7.7	7.6	7.9	8.0	7.2	6.3
Cwm Taf Morgannwg University LHB (1)	7.5	7.4	7.6	7.6	6.9	6.3
Aneurin Bevan University LHB	6.5	6.9	7.3	6.9	6.4	5.8
Cardiff & Vale University LHB	6.7	7.0	7.7	7.2	6.7	5.8
Public Health Wales NHS Trust	4.2	4.8	4.9	4.6	4.3	3.3
Velindre NHS Trust (2)	6.3	5.7	6.6	6.3	6.1	4.8
Welsh Ambulance Services NHS Trust	9.7	9.2	9.7	10.1	8.5	7.8
Health Education and Improvement Wales (3)	1.4	2.4	2.7	2.2	3.0	2.1
Digital Health and Care Wales (4)	2.6	2.2	3.4	2.9	3.1	3.3
NHS Wales Shared Services Partnership (2)	2.9	2.7	3.1	3.1	3.0	2.7

XpertHR is a reference tool for HR professionals with information on compliance, legislation, best practice, and benchmarking. It undertakes annual benchmarking exercises on sickness absence rates and costs, and focuses on absence figures according to industry, organisation size and sector.

The latest survey results conducted in 2022 was published in 2023 and 172 employers participated from all industry sectors. 2023 data is pending publication and will be reported in 2023/24 EOY report once published.

Despite many organisations introducing or updating hybrid working schemes and flexible working policies and encouraging employees to remain at home if they feel unwell, 50% of organisations reported an increase in total absence rates.

While many respondents mentioned a lesser impact from covid on sickness rates, they also note that the return to work seems to have brought new challenges - from lower immunity to general sickness such as cold and flu, and an increasingly stressed workforce experiencing high workloads. The impact of the cost-of-living crisis has also taken a toll on many employees' mental wellbeing.

Analysing the interquartile range, which focuses on the middle 50% of findings and excludes the highest and lowest figures, reveals that half of absence rates 4- and 9.6-days' absence.

### Fig. 3

Absence rates by sector and organisation size 2022, number of days' absence per employee per annum.

	Lower quartile, %	Median, %	Upper quartile, %
All	4.0	6.0	9.6
Private-sector services	3.3	5.2	8.9
Manufacturing and production	5.0	7.3	9.6
Public sector	6.0	8.7	12.0
Workforce size			
1-249 employees	3.1	4.2	5.5
250-999 employees	5.0	8.0	9.6
1,000+ employees	7.5	9.7	12.2
n = 172 organisations. Source: XpertHR.			